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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

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Applicant: Robert Tornkvist

§ Group Art Unit: Unknown

Serial No: Unknown

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§ Examiner: Unknown

Filed: June 28, 2004

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For: A METHOD AND SYSTEM FOR FACILITATING SERVICE DELIVERY TO
USERS IN A COMMUNICATIONS SYSTEM

Mail Stop PCT
Commissioner for Patents
P. O. Box 1450
Alexandria, VA 22313.1450

"EXPRESS MAIL" Mailing Label No.: EV450382586US

Date of Deposit: June 28, 2004

Dear Sir:

PRELIMINARY AMENDMENT

Please amend the application as follows prior to the substantive examination thereof:

Amendments to the Claims are reflected in the listing of claims which begins on page 2 of this paper.

Remarks begin on page 7 of this paper.